



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. - www.piet.co.in

STUDENT GRIEVANCE REDRESSAL COMMITTEE

Annual Report 2023-2024

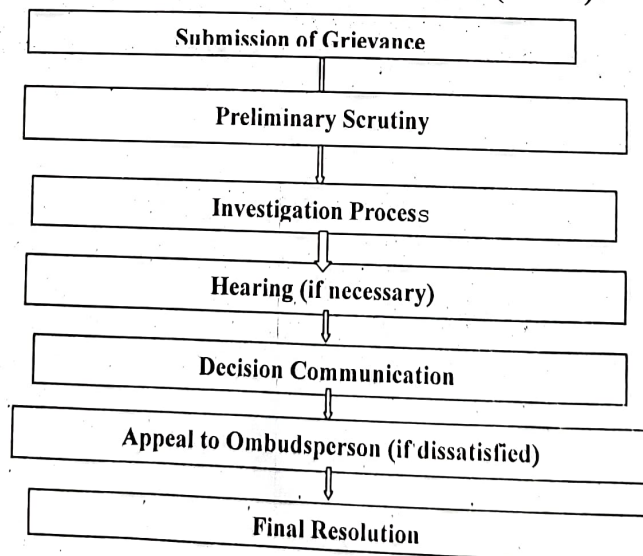
1. Introduction

Objective of the Committee:

The objective of the Student Grievance Redressal Committee (SGRC) is to address and resolve issues or complaints raised by students in an educational institution. Here are some key goals of the committee:

- **Fair Hearing:** Provide a fair and impartial process for students to voice their grievances or concerns regarding academic, administrative, or personal issues.
- **Resolution of Disputes:** Seek to resolve conflicts or disputes between students and faculty, staff, or the institution in a way that is equitable and just.
- **Policy Review and Improvement:** Assess and recommend improvements to institutional policies or procedures based on recurring issues or feedback from grievances.
- **Support and Guidance:** Offer support and guidance to students throughout the grievance process, ensuring they understand their rights and the steps involved.
- **Transparency and Accountability:** Ensure that the grievance process is transparent and that all parties are held accountable for their actions.
- **Preserve Academic Integrity:** Address grievances in a manner that maintains the integrity and fairness of the academic environment.
- **Confidentiality:** Maintain confidentiality throughout the grievance process to protect the privacy of all involved parties.
- By focusing on these objectives, the Student Grievance Redressal Committee helps maintain a positive and supportive learning environment.

Flowchart of Mechanism of (SGRC)





PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. - www.piet.co.in

2. Committee Members

- Prof. (Dr.) Jasbir Singh Saini, Director – Chairperson
- Dr. Vinay Khatri, HOD ASH – Member
- Dr. Himanshu Jain, Professor DMS – Member
- Mr. Navneet Verma, Assistant Professor, CSE – Member
- Ms. Gauri Sharma, Student, B.Tech CSE (3rd Semester) – Student Member



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70 Mile Stone, G.T. Road, Pattikalyana, Samalkha (Panipat) Haryana-132102

Phone : 0180-2569700, 2569599, 2569699, 2569799

e-mail : info@piet.co.in web-site : www.piet.co.in

Ref. No. : PIET/23/22067-A

Date : 17/07/2023

OFFICE ORDER

This is for the information of all concerned that with immediate effect the "Student Grievance Redressal Committee" is reconstituted as follows:

Student Grievance Redressal Committee (2023-2024)

Name	Designation	Appointed as:	Contact No	Email ID
Prof. (Dr.) Jasbir Singh Saini	Director	Chairperson	9416351300	director@piet.co.in
Dr. Vinay Khatri	HoD, ASH	Member	9416232127	hod.ash@piet.co.in
Dr. Himanshu Jain	Professor, DMS	Member	8059707849	himanshujain.mba@piet.co.in
Mr. Navneet Verma	Asst. Prof., CSE	Member	9813803887	navneet.cse@piet.co.in
Ms. Gauri Sharma	Student, B.Tech CSE (3rd Semester)	Student, Member	9548716158	

Grievances of students related to academics and personal grievances of students within campus may be addressed to the Chairperson (SGRC), through Email: director@piet.co.in, or through the Online Grievance Redressal Mechanism. (Link: <http://piet.edu/grievance.com>).

If the aggrieved student(s) are not satisfied with the decision of SGRC, they may approach the Ombudsperson (Dean of Student Welfare, Kurukshetra University, Kurukshetra).

This issues with the approval of the competent authority.

DIRECTOR

CC:

- Management, for kind information
- All Deans/HoDs/HoOs/Registrar
- All Concerned members
- All Notice Boards



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. - www.piet.co.in

3. Grievances Received

- Total Grievances: 2
- Types of Grievances: Administrative
- Mode of Submission: Written complaints

4. Grievances Resolved

- Total Resolved: 2
- Pending Grievances: 0

5. Details of Grievances Received and Their Status

Grievance 1: Issue with Laundry Coupon System

Date: 13/03/2023

To

The Director

Student Grievance Redressal Committee,

Panipat Institute of Engineering & Technology

Panipat, Haryana

Subject: Issue with Laundry Coupon System

Details:

A complaint was received regarding the malfunctioning of the laundry coupon system in the hostel. Students reported that the system failed to start the laundry machines after deducting the coupon value from their accounts, causing inconvenience and disruption of their laundry routines.

Complainants:

- Harsh, BCA CTIS, NBH Hostel
- Anugrah, BCA General, NBH Hostel
- Shivam, B.Tech, OBH Hostel
- Aditya, B.Tech, NBH Hostel



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. - www.piet.co.in

Action Taken:

A meeting was scheduled on March 17, 2023, to address the issue. The committee recommended changing the laundry coupon system to work on a Wi-Fi network to ensure proper synchronization between coupon deductions and machine operations.

Grievance 2: Issues with Food Hygiene and Plate Cleanliness in the Mess

Date: 20/11/2023

To

The Director

Panipat Institute of Engineering & Technology

Panipat, Haryana

Subject: Issues with Food Hygiene and Plate Cleanliness in the Mess

Details:

A complaint was received regarding the hygiene standards of the food served and the cleanliness of plates in the hostel mess. Students reported that the food was not being prepared or stored under hygienic conditions, and plates were not being cleaned properly.

Complainants:

- Sagar, B.Tech Cyber Security, NBH Hostel
- Avinash, BCA, NHOC Hostel

Action Taken:

A meeting was scheduled on November 24, 2023, to address the issue. The committee recommended employing a food inspector to handle any hygienic concerns in the mess area as well as pest control in the kitchen and mess area

6. Regular Meetings:

The SGRC held regular meetings to discuss and address grievances raised by students. The committee ensured that all complaints were handled promptly and efficiently.



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. - www.piet.co.in

7. Conclusion

The Student Grievance Redressal Committee of Panipat Institute of Engineering & Technology remains committed to providing a fair, transparent, and supportive environment for all students. The initiatives and activities undertaken during the academic year 2023-2024 have significantly contributed to resolving student grievances and improving the overall learning experience.

Prof. (Dr.) Jasbir Singh Saini
Chairperson, Student Grievance Redressal Committee

Dated: 26/06/2024.